



December 7, 2004

Mr. Tony Buffa
Southeastern Telecom, Inc.
5439 Beaumont Center Boulevard
Suite 100
Tampa, FL 33634

Dear Mr. Buffa,

I wanted to let you know how satisfied we are with the purchase of our NEC telephone system from your company. Not only is the equipment doing everything as promised but the service rendered by Southeastern Telecom has gone above and beyond our expectations.

It all started with the sales process. Paul Baird is an extremely knowledgeable individual and throughout the sales process acted more as a counselor than as a sales representative. He took the time to find out what was important to us and what might be important to us in the future as we grow. He constantly followed-up and made sure that I knew what was happening or going to happen every step of the way. He was even here during the installation to make sure everything was done right.

Rick Hanlon was the lead installer for the system. He was here on-time and also took the time to make sure we understood all that was going on. He verified our programming wishes and made sure that everything worked the way we wanted it to. He was here at 8AM on cross-over day and this was after he just spent an entire weekend moving into a new residence. That's a real customer first attitude!

Your team also came through when we had to port over the last line from Verizon. Although I was out of town and didn't get to interface with anyone directly I understand that a technician visited us prior to cutover and made sure that all was ready and the actual day of final cutover that same technician was here to make sure there were no problems. And, there weren't.

I will not hesitate to recommend your organization to anyone who asks. In today's market it's rare to find a vendor who actually does everything they say they will, and more. Your company is one such vendor and I think it is important for you to hear it from a real customer. Please pass along my sincerest thank you for a job well done to Paul, Rick and the rest of the crew involved in our system installation.

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy Jenz", is written over a horizontal line.

Timothy Jenz
Director, Franchise Support & Operations